RetireeFirst

A LABORFIRST SOLUTION

Member Eleanor pictured with Brooke from her dedicated Advocate team

RetireeFirst for Groups

RetireeFirst, a LaborFirst solution, delivers end-to-end Retiree Benefits Management. We keep pace with changing regulations and understand the complexity of the Group Medicare market. In close partnership with clients and their brokers and consultants, we help design, implement, manage, and administer group post-65 retiree healthcare benefits. Our personalized advocacy services and human-centric approach lead to cost savings, reduced administrative workload, and improved outcomes and satisfaction.

Designed for Group Retiree Benefits

Strategy

Market Analysis & Plan Design

Our Medicare experts drive value through strategic market analysis, plan design, and carrier negotiation.

Support

Program Implementation & Client Services

From the initial plan implementation to ongoing administration, our clients have a dedicated team providing comprehensive support that lightens their workload.

Advocacy

Member Advocacy Services

Our team of in-house, U.S.-based Member Advocates provide one-on-one service and health benefits expertise to members.

Proven to Deliver

Our 90+ Member Net Promoter Score (NPS), a key metric for customer satisfaction and loyalty, is considered world-class and significantly above the healthcare industry average score of 34. We are a three-time Stevie® Award Winner for Customer Service (2026, 2025, & 2024) and maintain a 99.9% Client Retention Rate.

90+

Member NPS Every Month Since May 2022

99.9%

Client Retention Rate after 20 Years

3 Stevies

Stevie® Award Winner ('26, '25, & '24)

180+

Service Professionals, All In-House and Based in the U.S.

Our Partnerships

We partner with all major national health carriers, and brokers and consultants, to drive value and improve outcomes for clients and their retirees.

Who We Serve

We serve 550+ clients and over 435,000 Medical and Pharmacy lives across all 50 states. Our clients are hundreds of labor unions, multiemployer plans, public sector entities, higher education, and commercial organizations.

Member Advocacy Services Are Our Hallmark

All members have access to a dedicated team of Advocates who they come to know on a first-name basis. Member calls are answered on average in under 17 seconds by a live Advocate. Whether it's answering questions, or making outbound calls to providers, pharmacies, or government agencies, Advocates provide real-time assistance and solve issues on the member's behalf. Personalized advocacy fosters trust, improves engagement, and results in healthier and happier members.

> "Working with LaborFirst has completely transformed the funding of our plan as it relates to retiree healthcare. They have been a valuable partner for over eight years, from designing to implementing to managing our Medicare retirement benefits. They do all of this while guaranteeing quality retiree benefits that are still affordable.

Carl Pecoraro, Fund Chairman
Cleveland Bakers & Teamsters Health & Welfare Fund

We serve

435k

Medical and Pharmacy lives nationwide and

550+

clients

Awards & Accreditations

We are HITRUST r2 certified, URAC Core accredited, and a three-time Stevie® Award Winner for Front-Line Customer Service Team of the Year (2026, 2025, & 2024).

Connect with our advisors to learn how we can maximize group benefits and improve outcomes and satisfaction.

LaborFirst

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